

Abstract

This diploma thesis focuses on crisis intervention in children and adolescents. The theoretical part defines information about crisis and crisis in childhood, adults and focus on providing crisis intervention. The author is based on the notion that crisis is a natural part of human life and that the resilience and coping of the individual, which is built from childhood, contributes to its management. In the next chapter, author describes the types of service which offer crisis intervention for children in the Czech republic. The main part is about crisis services which offer accommodation for children and adults in difficult life situation. This chapter is followed by a practical part.

The aim of the research part is to find out the satisfaction of clients with the crisis bed service for adolescents in the House of Přemysla Pittra for children. In 2022, the House was transformed from a facility for children requiring immediate intervention to a social service that provides crisis intervention to adolescents. It is currently the first service of this type in the Czech Republic.

The research part includes interviews with the clients of this service, it also analyses the texts written by the adolescents in the "Chronicle". The aim of the work was fulfilled. The service users were found to be generally satisfied with the service. The research also revealed that client satisfaction was dependent on several factors, specifically the facility's systemic approach to families and their involvement in the collaboration, the improvement of the crisis situation, the staff's approach to the adolescents and the atmosphere of the crisis services. At the same time, despite general satisfaction, comments were made that can provide feedback to staff and possibly develop further service delivery.